

"504 Gateway Time-out - nginx/1.6.1" message occurs when accessing the OnGuard WATCH web page

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• Symptom

There are three possible causes that can create this error message when trying to access the OnGuard WATCH web page:

- The LS Web Proxy Service is not running
- The LS Open Access Service is not running
- The LS Message Broker Service is not running

• Resolution

1. Start or restart the LS Web Proxy Service.
2. Start or restart the LS Open Access Service.
3. If the error persists, check the log file (**C:\Program Files (x86)\OnGuard\logs\OpenAccess.log**) for the following details:

```
TIME: [10/19/2015 18:13:38]
```

```
SEVERITY: Error
```

```
ERROR CODE: 0x20010001
```

```
PROGRAM: Lnl.OG.LsOpenAccess
```

```
FILE: LsOpenAccessEventListener.cpp (LINE 261)
```

```
DETAILS: Internal logic error.: There is no response from message bus, trying to connect again...
```

4. Restart the LS Message Broker Service.
5. If the error persists, check the log file for the following details:

```
2015-10-22 13:28:01 error Failed to initialise SSL listener: Locating certificate in store
```

```
LS Certificate Store Cannot find object or property. (..\..\cpp\src\qpid\broker\windows\SslProtocolFactory.cpp:157) 2015-10-22
```

```
13:28:01 error Failed to initialise SSL listener: Locating certificate in store
```

6. This indicates that the necessary SSL certificate does not exist or is installed with an incorrect `servername`. For example, if the server name is `server`, the certificate may be named `server.lan` or `server.localdomain`. To manually reissue the certificate with the correct server name (assuming the server name is `server`), run the following command to place the certificate in the LS Certificate Store store for the message broker and in the nginx "conf" directory for the web server:

```
"C:\Program Files (x86)\OnGuard\Certificates\lnl_app_server_certificate_installer.exe" -
```

```
key=C:\ProgramData\Lnl\nginx\conf\ls_server_cert_key.pem -cert=C:\ProgramData\Lnl\nginx\conf\ls_server_cert.pem -store="LS Certificate Store" -cn=
```

• Applies To

OnGuard WATCH

- **Additional Information**
